

2020-2021 HEAP PROGRAM

Program Overview

WHAT IS HEAP?



HEAP is a federally funded program that assists low income households to reduce energy expenses.

HEAP PROGRAMS

Regular HEAP

Available beginning 11/2/20

Emergency HEAP

Available beginning 1/4/21

Furnace Repair & Replacement

Available beginning 10/1/20

Furnace Clean & Tune

Available beginning 10/1/20

Cooling (CAC)

Available beginning 5/1/21



**2020-2021
HEAP GROSS
MONTHLY
INCOME
GUIDELINES**

**Household
Income cannot
exceed the
amounts listed.**

HH SIZE

INCOME

1	\$2,610
2	\$3,413
3	\$4,216
4	\$5,019
5	\$5,822
6	\$6,625
7	\$6,775
8	\$6,926

Regular HEAP

- Designed to decrease a household's yearly energy cost.
- Shut off notice not required
- Benefit ranges from \$21 to \$741 depending on fuel type, household income, and household composition.
- SNAP & TA recipients should call 858-7644 to confirm whether they have received the Regular HEAP benefit via autopay prior to submitting an application.

Emergency HEAP

- Designed to meet immediate energy needs and resolve energy crises.
- Benefit is available beginning January 4, 2021.
- Shut off notice required to qualify
- Benefit ranges from \$140 - \$675 depending on fuel type, household income, and household composition.
- HEAP emergencies are resolved within 24 hours.

Cooling Assistance

- Benefit is available to HEAP eligible households with a household member who suffers from a medical condition exacerbated by heat.
- Household may receive a window or portable air conditioning unit.
- Applicant may not have received a unit within the previous 5 years.
- The household is ineligible if it has a functioning air conditioning unit in the dwelling that is 5 years old or less.

Clean & Tune

- Benefit is available to homeowners for maintenance of primary heating equipment.
- Household must meet income guidelines.
- Maximum one benefit per 12 month period.
- Heating equipment must be at least 12 months old.

Heating Equipment Repair & Replacement

- Benefit available to homeowners to repair or replace unsafe or inoperable primary heating equipment.
- Household must be living in primary resident for over 12 months.
- Household must meet income guidelines.

ONLINE

www.mybenefits.ny.gov

BY MAIL

ECDSS - HEAP, 95 Franklin St, Buffalo, NY 14202

BY PHONE

716-858-7644

BY FAX

Fax completed application to 716-858-6765

DROP OFF

Drop completed applications off at 460 Main Street, 1st Floor, Buffalo, NY 14202



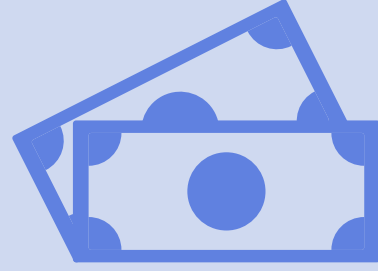
APPLICATION METHODS

Ways to Provide Required Documents



EXPEDITE YOUR APPLICATION

Use the NYDocSubmit app available from the Apple App Store or the Google Play Store to upload documents directly to our agency.



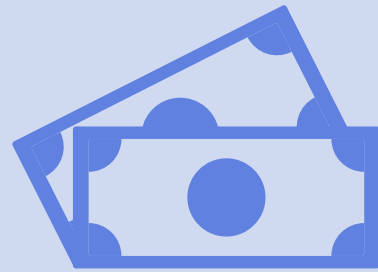
HEAP is for everyone



No shut off notice required



You may need to apply annually



HEAP may assist you to qualify for other benefits



HEAP may not pay your entire utility bill



HEAP does not pay third party vendors

HEAP Quick Facts

REQUIRED DOCUMENTATION

Proof of Identity

Drivers License
Photo ID
US Passport or Naturalization Certificat
Adoption Papers
Hospital, Doctor, or School Records

Proof Residence

Utility Bills
Current Lease
Current Rent Receipt

Proof of Income

Paystubs (last 30 days)
Business records (past 3 months)
Filed federal tax return
Child support order
Alimony/spousal support order
Copy of award letter or correspondence
with Social Security Administration, VA,
Unemployment Insurance, Pensions,
Workers Compensation, etc.

HEAP CUSTOMER CONTACTS



HEAP WEBSITE:
www.erie.gov/heap

HEAP PHONE CENTER:
(716) 858-7644

HEAP EMAIL:
heap hotline@erie.gov

<div>National Fuel Gas Neighbor For Neighbor</div> <div>(716) 856-4494</div>	<div>National Grid Care & Share</div> <div>(855) 852-2736</div>	<div>NYSEG Project Share</div> <div>(844) 579-5555</div>
<div>Red Cross</div> <div>(716) 886-7500</div>	<div>Emergency Services</div> <div>(716) 858-6265</div>	<div>Application Assistance</div> <div>Seniors (716)858-8526</div> <div>Under 60 (716) 858-6877</div>